



Disability Services Commission

Disability Access and Inclusion Plans (DAIPS)

2012–2013



Message from the Minister for Disability Services



People with disability are an integral part of the West Australian community. More than 17 per cent of West Australians currently have a disability and projections suggest that by 2025, the rate will have increased to one in four people. This will be due mainly to our ageing population. Despite this, people with disability still face barriers that can impact on their ability to be fully included in community life.

The Disability Services Act 1993 (amended 2004) requires State Government agencies and local governments to develop and implement a Disability Access and Inclusion Plan. Disability Access and Inclusion Plans provide a significant mechanism to assist public authorities identify and remove barriers for people

with disability to their services, events, information, buildings and facilities and consultation processes.

This year an amendment was made to the Act and a new outcome was introduced. Outcome 7 will assist in removing the barriers for people with disability to obtain and maintain employment within a public authority. Meaningful employment is essential to an individual's economic security and is important to achieving social inclusion and independence. Employment contributes to physical and mental health, personal and economic wellbeing and a sense of identity and contribution to the community. From 1 July 2015, all Disability Access and Inclusion Plans are required to include information about how the plan will support improved employment opportunities for people with disability.

The Disability Access and Inclusion Plan Progress Report for 2012–2013 documents the work undertaken by State Government agencies and local governments in implementing their plans. It is pleasing to read of the many achievements of public authorities as they continue making our community more inclusive and a better and easier place for us all to live, work and recreate.

I would like to acknowledge the continuing work being undertaken across Western Australia by the relevant public authorities who work to make a difference in the lives of people with disability.

Hon Helen Morton MLC

Minister for Disability Services



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Executive Summary

Significant improvements have been made to access and inclusion for people with disability throughout Western Australia as State Government agencies and local governments implement their Disability Access and Inclusion Plans (DAIPs).

The 2012–2013 financial year was the sixth year of implementation for many public authorities required to develop and implement DAIPs. Significant progress was made throughout the year and the Disability Services Commission received progress reports from 211 public authorities. The Commission continued to provide guidance and support to the 232 public authorities required to develop and progress DAIPs.

In 2012–2013 there was:

- a high percentage of DAIP progress reports provided to the Commission:
 - 98 per cent from State Government agencies (DAIP progress reports provided by 90 of the 92 State Government agencies that could report in 2012–2013)
 - 86 per cent from local governments (DAIP progress reports provided by 121 of the 140 local governments that could report in 2012–2013)
- a high percentage of planned DAIP strategies were completed—85 per cent for State Government agencies and 84 per cent for local governments
- an increase of five per cent in the completion of planned State Government DAIP strategies compared to last year
- an increase of four per cent in the completion of local government DAIP strategies compared to last year
- ongoing implementation of contracting provisions to out-sourced activities consistent with the contracting public authority's DAIP:
 - a total of 604 State Government DAIP strategies were progressed through contractors
 - a total of 1,289 local government DAIP strategies were progressed through contractors
- significant support provided by the Commission to public authorities included:
 - provision of resources to assist public authorities with practical implementation of strategies
 - direct liaison with the Commission's Access and Inclusion Officers to help public authorities with access and inclusion issues
 - inclusion of updated DAIP information made available on the Commission website
 - provision of information sessions to inform public authorities about amendments to legislation

Background

The Disability Services Minister is required under the Disability Services Act 1993 (amended 2004) to table a report in Parliament each year on the progress of DAIPs in Western Australia. The amended Act also requires public authorities to develop and implement DAIPs.

DAIPs provide a formalised approach for public authorities to meet the service needs of people with disability now, and in the future, by identifying and addressing access barriers. DAIPs strengthen independence, opportunities for participation and inclusion of people with disability. The whole community benefits when everyone is able to access information, services and facilities including parents with prams and the elderly.

This report outlines DAIP lodgement for State Government agencies and local governments and the progress in implementing DAIPs across Western Australia during 2012–2013.

The report also notes training and support provided by the Commission to help public authorities in developing and implementing their DAIPs.

Purpose of Disability Access and Inclusion Plans

In relation to their dealings with the public, the Disability Services Act requires public authorities to plan for the provision of services, buildings and information that are accessible for, and inclusive of, people with disability.

Under the Act, public authorities required to have a DAIP include:

- a department established under the Public Sector Management Act 1994 section 35
- an entity specified in the Public Sector Management Act 1994 Schedule 2, column 2
- local governments
- universities
- Fremantle, King Edward Memorial, Royal Perth and Sir Charles Gairdner hospitals and Princess Margaret Hospital for Children
- the Water Corporation
- electricity corporations.

Please see Appendix 1 for a full list of public authorities.

The framework for DAIPs formalises many elements of good access planning. In summary, these legislative requirements include:

- progressing seven desired access outcomes so people with disability have the same opportunities as other people, in relation to services and events provided by public authorities:
 - Outcome 1: People with disability have the same opportunities as other people to access the services of, and any events organised by, a public authority
 - Outcome 2: People with disability have the same opportunities as other people to access the buildings and other facilities of a public authority
 - Outcome 3: People with disability receive information from a public authority in a format that will enable them to access the information as readily as other people are able to access it
 - Outcome 4: People with disability receive the same level and quality of service from the staff of a public authority as other people receive from the staff of that public authority
 - Outcome 5: People with disability have the same opportunities as other people to make complaints to a public authority
 - Outcome 6: People with disability have the same opportunities as other people to participate in any public consultation by a public authority
 - Outcome 7: People with disability have the same opportunities as other people to obtain and maintain employment within a public authority. (NOTE: this outcome will come into effect on 1 July 2015 and public authorities are required to include it in new DAIPs or amend existing DAIPs as advised by the Commission)
- consulting with the community during the development of the DAIP through either a state-wide newspaper (for State Government agencies), local newspaper (for local governments) and through a public authority's website
- lodging the DAIP with the Commission
- notifying the community in a newspaper of the DAIP's availability, making the DAIP available on a public authority's website and in alternative formats on request
- implementing the DAIP by a public authority's staff, officers, agents and contractors
- reviewing the DAIP at least every five years.

As well as providing information for this report, public authorities continue to outline DAIP activities in their annual reports.

The Commission provides ongoing support, information and resources for public authorities to help them develop and implement DAIPs.

Disability Access and Inclusion Plans lodged with the Commission

The Disability Services Act (amended in 2004) requires DAIPs to be developed and lodged with the Commission. In 2012–2013, the Commission received legislatively-compliant DAIPs from 89 per cent of State Government agencies and 79 per cent of local governments. The Commission is continuing to work with the remaining public authorities to ensure they have plans compliant with the legislation.

As 2012–2013 was the final year for many public authorities implementing their current DAIPs, the Commission received a significant number of reviewed DAIP lodgements throughout the year. Reviewed DAIPs were lodged by 13 State Government agencies and 19 local governments. This resulted in 14 per cent of all public authorities lodging a reviewed DAIP during the year.

All reviewed DAIPs were developed through a process that required the respective public authority to consult with potential customers including people with disability and their carers.

Most public authorities, as part of their development process, provided draft DAIPs to the Commission for comment. Extensions were also granted to public authorities seeking additional time to review and develop their DAIPs.

The Commission's Access and Inclusion Branch responded to numerous phone, written, email and face-to-face queries regarding the development, implementation, reviewing and reporting of DAIPs in 2012–2013.

Resources to help DAIP planning

In 2012–2013, the Commission provided specifically-developed information to help public authorities with their DAIPs including:

- a dedicated section on the Commission's website specific to DAIPs which covers information from the commencement of the Disability Services Act to current requirements
- development of the Disability Employment Toolkit and supporting DVD to assist public authorities to implement Outcome 7 into a DAIP
- resources for Liveable Homes
- continuation of the networking group for local governments and the commencement of a networking group for State Government agencies
- a DAIP e-newsletter.

Disability Access and Inclusion Plan information sessions

Amendments were made to the Disability Service Regulations in June 2013 and two information sessions were held in the Perth metropolitan area. Disability awareness sessions were also held upon request for public authorities to explain how the DAIP fits into the work and community environment.

Implementation progress of Disability Access and Inclusion Plans

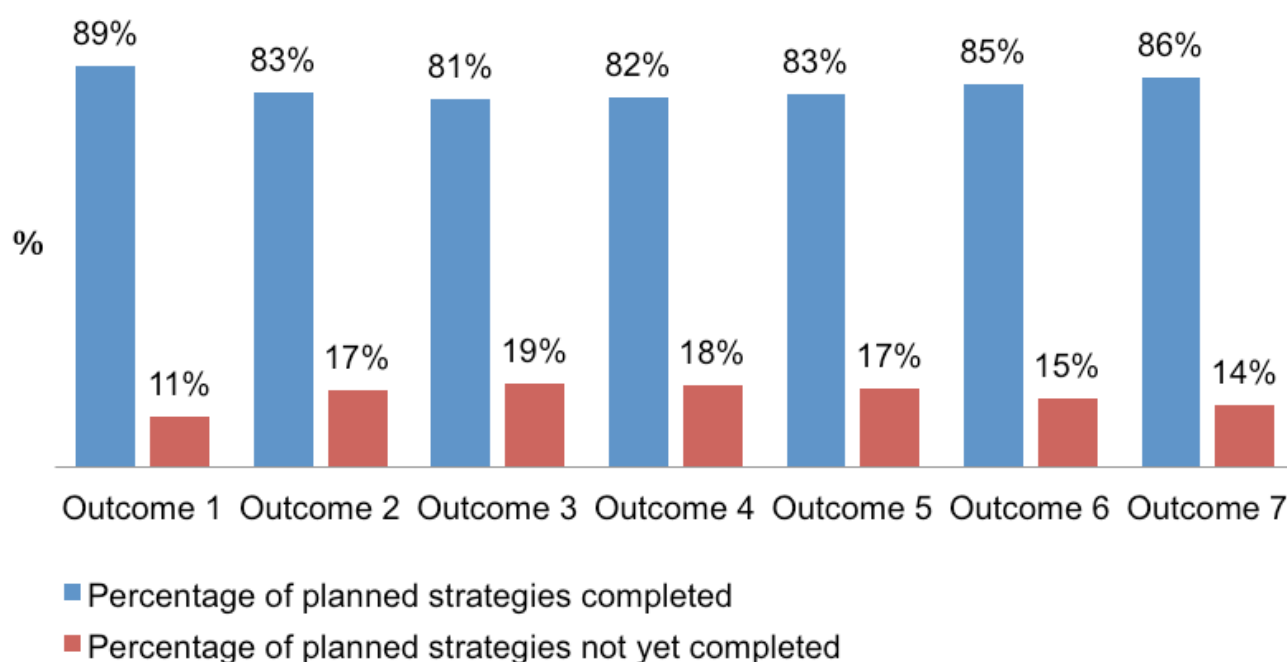
To aid this report, State Government agencies and local governments completed a two-page DAIP progress report. Each report detailed progress made in 2012–2013 in implementing their planned DAIP strategies including those progressed through agents and contractors and how agents and contractors were informed of DAIP requirements.

Progress reports from public authorities that have implemented a DAIP for a period sufficient to measure progress, report on the extent of that progress. In 2012–2013, 91 per cent of public authorities provided progress reports.

Public authorities reported good progress in implementing their planned DAIP strategies. On average, 84 per cent of planned strategies were completed, indicating the commitment of public authorities in improving access and inclusion for people with disability.

The following chart shows the combined percentage of planned DAIP strategies that were completed and not yet completed in each DAIP outcome area:

Combined State and local Government DAIP strategy implementation



The implementation of strategies shows a consistent distribution across the seven DAIP outcome areas.

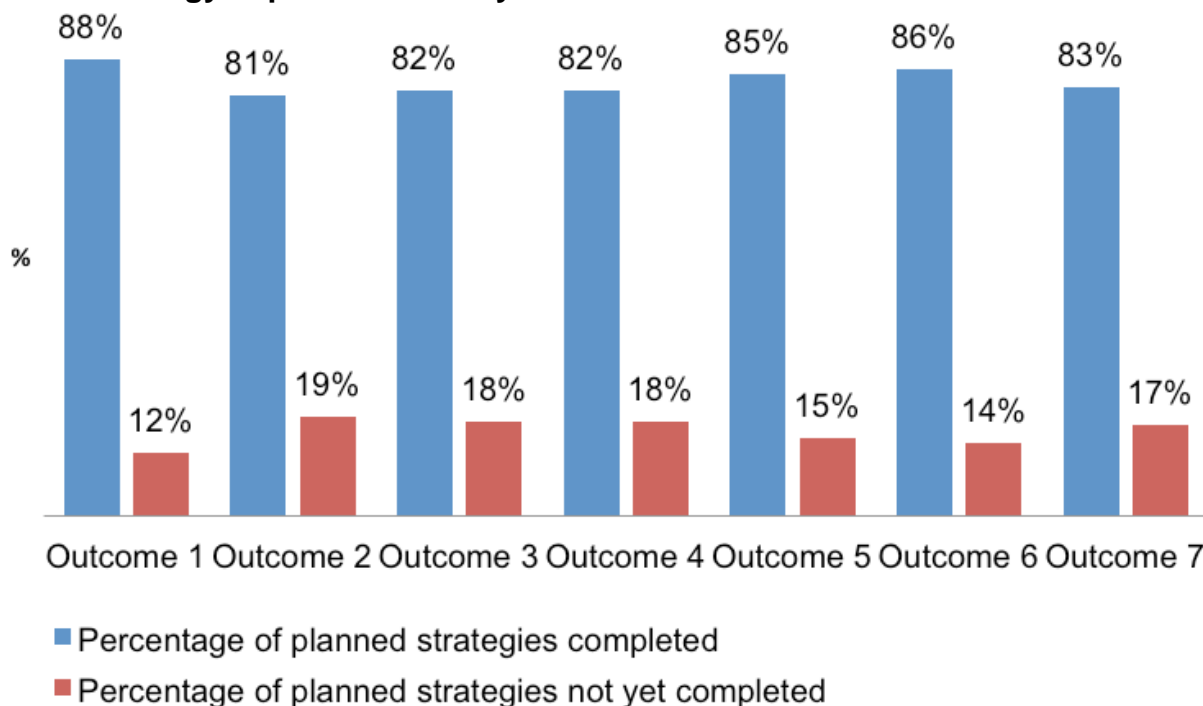
The following information outlines progress made by State Government agencies and local governments, as well as their agents and contractors.

State Government progress

Progress reports were received from 98 per cent of State Government agencies implementing DAIPs long enough for measurable progress to be given.

State Government agencies reported good progress in implementing their planned DAIP strategies. The following chart shows the percentage of planned DAIP strategies that were completed and not yet completed, in each DAIP outcome area.

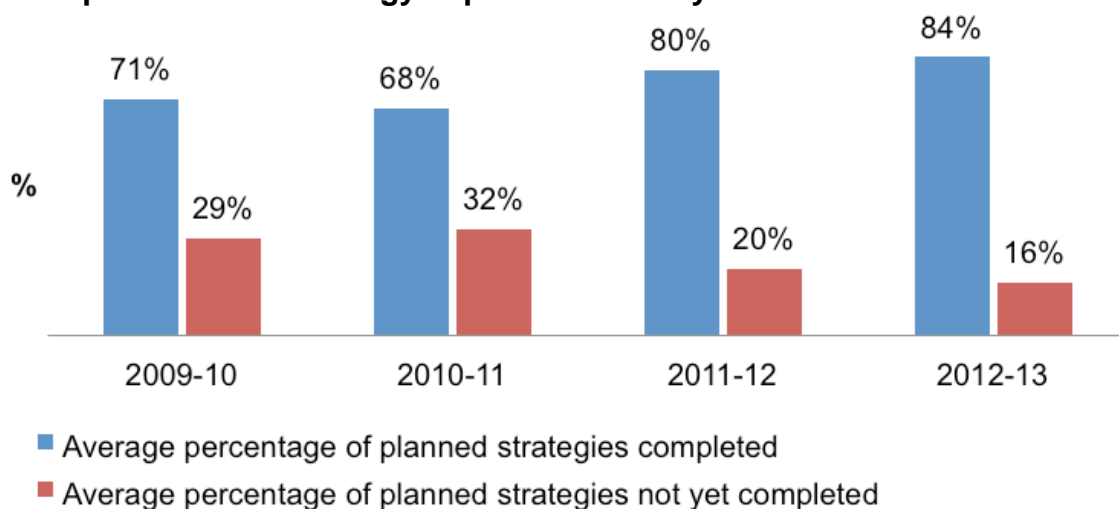
DAIP strategy implementation by State Government



On average, 84 per cent of planned strategies were completed. In comparison to last year's results, the rate of planned strategies completed has increased four per cent. This increase represents good progress by State Government agencies in improving access and inclusion for people with disability.

The chart below compares the average percentages of planned DAIP strategies completed and not yet completed from 2009–2010 to 2012–2013. The chart indicates that after a decrease in planned strategies completed in 2010–2011, State Government agencies have been improving implementation of DAIP strategies to meet the needs of people with disability.

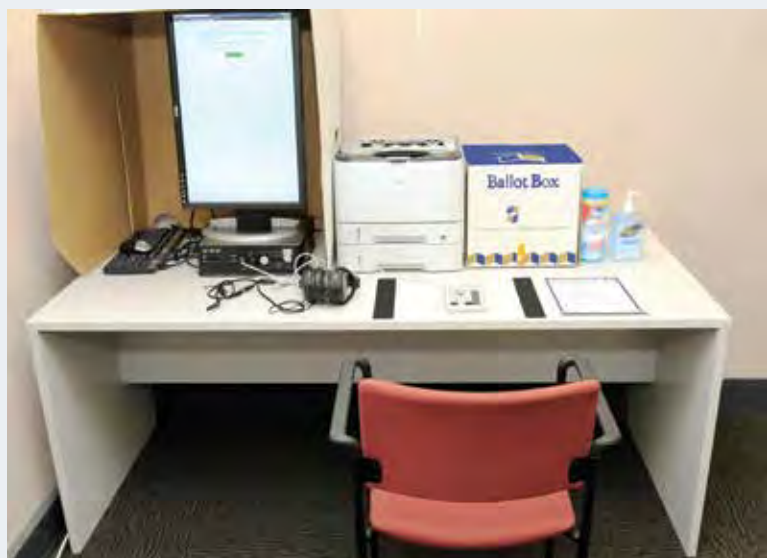
Comparison DAIP strategy implementation by State Government



Examples of Disability Access and Inclusion Plan activities by State Government

Each year, the Commission seeks to highlight successful strategies used in implementing DAIPs. The following activities are a sample of the types of DAIP outcome strategies conducted by State Government agencies in 2012–2013.

DAIP Outcome 1: People with disability have the same opportunities as other people to access the services of, and any events organised by, a public authority



The WA Electoral Commission has prepared booths for voters who are vision impaired.

WA Electoral Commission

New technology was introduced to enable voters with vision impairment to cast a secret vote. Voters used a headset and customised numeric keyboard to listen to key information, cast their vote, print their ballot paper and place their ballot papers in a ballot box without the need for assistance. Feedback from users was extremely positive.

Department of Mines and Petroleum

The Department of Mines and Petroleum events manual outlines guidelines for employees who organise events. The manual

emphasises that events must cater to the needs of people with disability. The manual includes a checklist for staff to ensure no individual or group is inappropriately excluded when organising department-sponsored events, and those events can be accessed and participated by everyone.

Department of Culture and the Arts

The Department of Culture and the Arts in collaboration with the Mental Health Commission has funding that is shared between three arts organisations to deliver socially inclusive projects and programs. The Community Arts Network will deliver a new small grants program, Country Arts WA will expand their Aboriginal regional touring initiative and Disability in the Arts, Disadvantage in the Arts WA will implement the Emergence project in Esperance, which extends the cultural aspirations and community participation needs of people with physical or intellectual disability or mental illness through a multi-arts community cultural development program. The Esperance project will assess how it will have influenced both the artistic vibrancy in the community and attitudes towards and inclusion of people living with mental illness or disability.

CY O'Connor

A Gaining Access to Training and Employment (GATE) program for students with intellectual disability was delivered in partnership with local disability organisations. The course was tailored to meet the needs of students with disability, with no written language skills and with a range of alternative methods of communication. The course made learning accessible to a group of people who would not have been able to access education and training in a post-secondary environment.

Royal Perth Hospital

Royal Perth Hospital offers additional services and supports that assist and facilitate the effective transition from hospital to home and community for patients with disability. A range of equipment is available for loan for patients with long-term disability upon their discharge from hospital or during their recovery period. These items include walking aids, wheelchairs, occupational therapy aids, toilet chairs, high-backed chairs and special needs call bells.

DAIP Outcome 2: People with disability have the same opportunities as other people to access the buildings and other facilities of a public authority



The universal access jetty at the Albany Waterfront Marina.

Department of Transport

In December 2012, the Department of Transport's Coastal Infrastructure unit installed a universal access dinghy pontoon at the Coral Bay Boating Facility and a universal access jetty at the Albany Waterfront Marina. The new universal access facility enhances ease of access and safety for all users, including people with disability or with limited mobility when boarding and disembarking from recreational, commercial and charter vessels. It also allows users to enjoy the water activities at these maritime facilities.

Public Transport Authority

The Public Transport Authority formally launched its Bus Stop Accessibility Works Program in July 2010. The 14-year program progressively aims to upgrade bus stops across the State to meet the requirements of the Disability Standards for Accessible Public Transport (Disability Standards) and the Disability Discrimination Act. This program continued in 2011–2012 where approximately 700 bus stops were upgraded, which brings the combined total of upgraded bus stops to 2,100 since the program started.

Department of Environment and Conservation

In Karijini National Park, the redevelopment of the Hamersley Gorge day-use area has been completed, providing improved vehicle access to a defined and sealed parking area. Concrete paths lead visitors around the site to an easily-accessible lookout over the spectacular gorge and accessible toilets. Visitor information and interpretation of the geology seen in the gorge from the lookout is also accessible to all visitors.



The Hamersley Gorge viewing platform with improved access.



The disability buggy at Rottnest Island.

Rottnest Island

Thanks to a generous benefactor, Rottnest Island now has a disability buggy for use by visitors who are permanently confined to a wheelchair. The buggy is available to those who hold a V Class licence and can be booked for three hours and is free of charge to visitors on the island.

DAIP Outcome 3: People with disability receive information from a public authority in a format that will enable them to access the information as readily as other people are able to access it

Department of Education

Material produced by the Department of Education is available on request in appropriate alternative formats and videos with captioning. Work has commenced to ensure that the information provided on the department's websites is compliant with the WA Government Website Accessibility Policy.

Metropolitan Redevelopment Authority

An Accessible Information Policy was approved in June 2013, applying to printed and electronic information produced by the Metropolitan Redevelopment Authority, and anyone can access this policy.

Botanic Parks and Gardens Authority

The Botanic Parks and Gardens Authority has been proactive in addressing web accessibility requirements to the WCAG 2.0 A and AA standards in line with the State Government's 2013 milestone. This includes auditing websites for compliance, video captioning, providing alternative formats of documents, making necessary changes to HTML code and educational opportunities. The authority recognises ongoing commitment and resourcing is required to remain compliant and is currently exploring solutions to ensure that this occurs.

Department of Sport and Recreation

The department has been proactive in addressing web accessibility requirements to the WCAG 2.0 A and AA standards in line with the State Government's December 2013 milestone. This includes auditing websites for compliance, video captioning, providing alternative formats of documents, making necessary changes to HTML code and educational opportunities. The department recognises ongoing commitment and resourcing is required to remain compliant and is currently exploring solutions to ensure that this occurs.

[DAIP Outcome 4: People with disability receive the same level and quality of service from the staff of a public authority as other people receive from the staff of that public authority](#)

Landgate

In an effort to help staff become more inclusive and be more understanding of people who are hearing impaired, workplace deaf awareness and Auslan training was delivered to 37 Landgate employees who work closely with Landgate staff who are hearing impaired. The training encompassed cultural issues, such as what it is like to be deaf in the workplace, and basic communication through the use of sign language.



An Educational Officer at Perth Zoo educating a student about reptiles.

Perth Zoo

Teachers of students with disability can contact the Discovery and Learning Booking Officer to discuss the suitability of various programs on offer and explore ways in which the Zoo can cater for their students. Individual Education Officers liaise with the teacher to ascertain whether to adapt an existing program by making adjustments to program content and method of delivery, or create a completely new program.

WA Museum

Vision awareness training was conducted by a trainer with vision impairment to WA Museum staff and volunteers in 2012–2013. The training instilled a better understanding of the issues affecting people with visual impairment, covering challenges and solutions for those who provide assistance based on inclusive practice. A focus was on ensuring that interpretive delivery meets the standards required for visitors who are vision impaired to access museum content.

Sir Charles Gardener Hospital

Sir Charles Gardener Hospital is committed to employing staff who are aware of disability access and inclusion issues in order to provide the same level of good quality service for all people. To ensure this, a disability awareness DVD is viewed by all new staff during the induction process to raise awareness of disability issues. To date:

- A total of 558 general staff (287 nursing, 271 patient support services and general staff) viewed the disability awareness DVD in 2012–2013.
- A total of 146 graduate nurses viewed the DVD on their first day of work.
- Specific groups such as allied health, Gairdner Rehabilitation Unit ward staff and catering staff attended in-house disability awareness education sessions.

DAIP Outcome 5: People with disability have the same opportunities as other people to make complaints to a public authority

Curtin University

Curtin University has improved accessibility features and information on Curtin's Complaints website with 'Browsealoud' for text to speech assistance. Alternative formats are available upon request and in addition to the online complaint form, there is access to interpreter services and staff will meet in alternative university locations if required.

Department of Finance

The compliments and complaints channels are flexible and allow for a variety of means of communication with the department. People with disability can choose to make their views known to the department through a number of channels. This includes face-to-face contact at accessible locations across metropolitan and regional offices, through the internet or by telephone with assistance options such as the National Relay Service.

WA Health

Two surveys were conducted concurrently in late 2012 to assess staff, consumer awareness and satisfaction with the North Metropolitan Health Service Mental Health (NMHSMH) complaints policy and processes across all services. Twenty consumers from each site were randomly selected and asked to provide feedback using a consumer questionnaire, and all managers were requested to complete the staff questionnaire, the latter via Survey Monkey. As a result, strategies are under development to increase the provision to consumers of improvements resulting from consumer feedback. This includes information via noticeboard displays, multimedia presentations in reception/patient areas, which were among some of the suggestions received.

DAIP Outcome 6: People with disability have the same opportunities as other people to participate in any public consultation by a public authority

Department for Communities

Prior to implementation of the ConcessionsWA Portal, West Australians had to visit a multitude of different websites in order to identify available concessions. The Department for Communities proposed development of a single portal to enable West Australians to easily search and locate available State Government concessions.

A very important aspect of the development of this portal was to ensure it was highly accessible and easy to navigate. When developing the website design, the project team consulted with a broad range of potential external users of this site. The model for this consultation included a series of workshops where external users were invited to review different designs and ways of accessing information. Based on their input, a final design incorporating their feedback was created. This final design was validated through a further round of user testing after the initial consultation with users.

This model of external user consultation, which included people with disability, enabled the department to be confident it was implementing a website which took into consideration the needs of its diverse target audience.

Challenger Institute

Student Support Services at Challenger Institute introduced a model at the beginning of semester one, 2013. The goal was to provide support for students with disability that would empower and encourage them to take responsibility for their individual learning needs. Eligible students are provided with 1.5 hours of targeted individual support weekly called catch-up sessions and participation assistants focus on the areas of support required by the individual student.

To gauge student satisfaction a survey was conducted and the results were overwhelmingly positive. All students who had received catch-up sessions indicated that they found them to be helpful.

The Disability Services Commission

The Commission's website redevelopment was informed by public, accessible consultation. A range of methods were used including online and written consultation, in-person interviews and telephone interviews. This helped ensure that a wide range of stakeholders could contribute, including people representing a wide spectrum of disabilities. People with different disability types also tested all stages of development to validate accessibility and usability.

The Commission continued to work closely to consult and partner with people with disability. For example, people with disability, their families and carers, WA Individualised Services (WAIS), National Disability Services (NDS) and service providers helped inform the procurement reforms (in compliance with the Delivering Community Services in Partnership Policy).

DAIP Outcome 7: People with disability have the same opportunities as other people to obtain and maintain employment with a public authority

Department of Training and Workforce Development

The implementation of a Workforce Participation Program – Equity Stream that outlined the department's commitment and direction towards ensuring barriers to training and workforce

participation were identified, acknowledged and addressed. This was to enable people to gain skills to participate in WA's workforce and society.

The department provided support to employees with disability (including mental health issues) to enable full participation in the workplace and to complete all duties. These included:

- ergonomic assessment and provision of ergonomic equipment
- workstation modifications
- access to the Employee Assistance Program.

Public Sector Commission

The Public Sector Commission worked with the Disability Services Commission and a WA public sector reference group to develop a public sector disability employment strategy. This strategy was launched in August 2013. Public sector human resource professionals were provided an update on this strategy during the Human Resource Managers forum in June 2013.

Great Southern Institute of Technology

In 2012 and 2013, the Great Southern Institute of Technology held a Busy Bee Creations project for people with disability, in partnership with the Small Business Centre and funded through the Department of Training and Workforce Development. The aim of this project is to assist people with disability to develop small business practices by selling their sewing products through a variety of outlets including stalls at local markets, the bookshop at the institute, family and friends networks and online. Participants have been provided with training in product construction and quality, marketing, customer services, budgeting and business development skills.

The participants have developed and sold a range of products. Most importantly the project has provided participants with the opportunity to earn additional income to supplement welfare benefits. For most of the participants this is the first time that they have earned money from their skills. They are no longer passive recipients of welfare but active contributors to the economy. This has given them confidence and an enormous amount of pride.

WA Police

WA Police recognise that staff with disability may need to use private transport to the workplace. Staff in this situation can apply for a parking space if they are situated at police headquarters. This year, WA Police are required to increase internal parking fees to ensure requirements of Fringe Benefits Tax are met, in line with other agencies. However, staff with an ACROD parking permit are exempt from the fee increase.

Local government progress

Progress reports were received from 86 per cent of local governments implementing DAIPs long enough for measurable progress to be given.

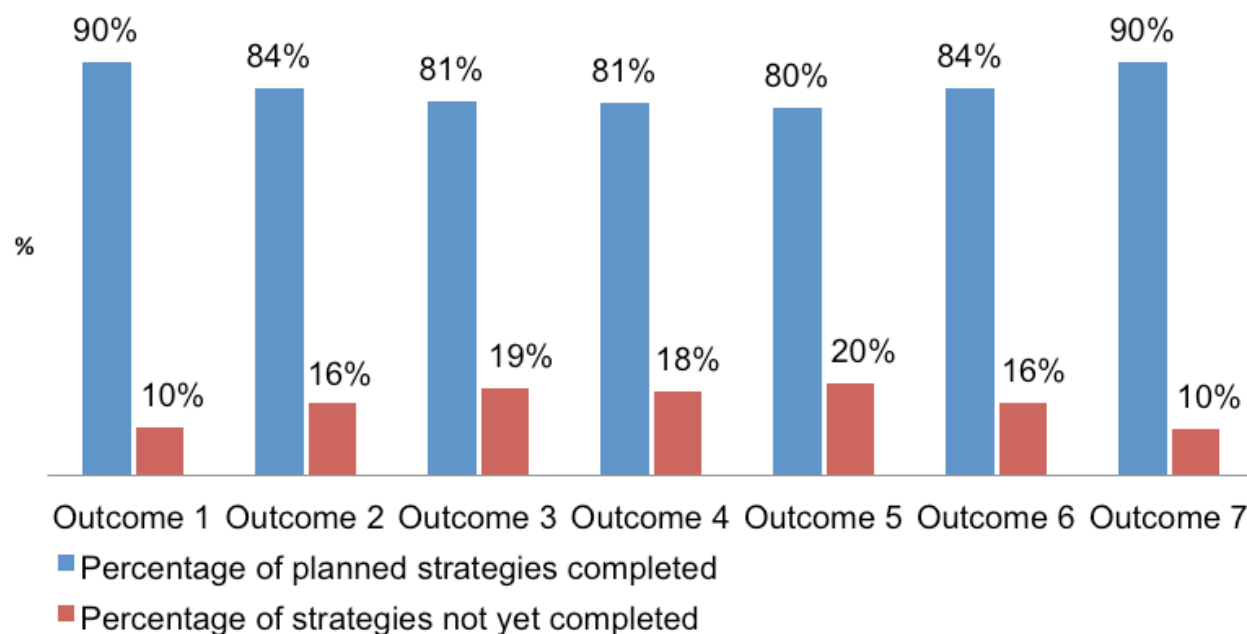
Local governments reported good progress in implementing their planned DAIP strategies. The following chart shows the percentage of planned DAIP strategies that were completed and not yet completed in each DAIP outcome area.

DAIP strategy implementation by local government

On average, 84 per cent of planned strategies were completed. In comparison to last year's results, the rate of planned strategies completed has increased by 4 per cent. This increase represents good progress by local governments in improving access and inclusion for people with disability.

The chart below compares the average percentages of planned DAIP strategies completed and not yet completed from 2009–2010 to 2012–2013.

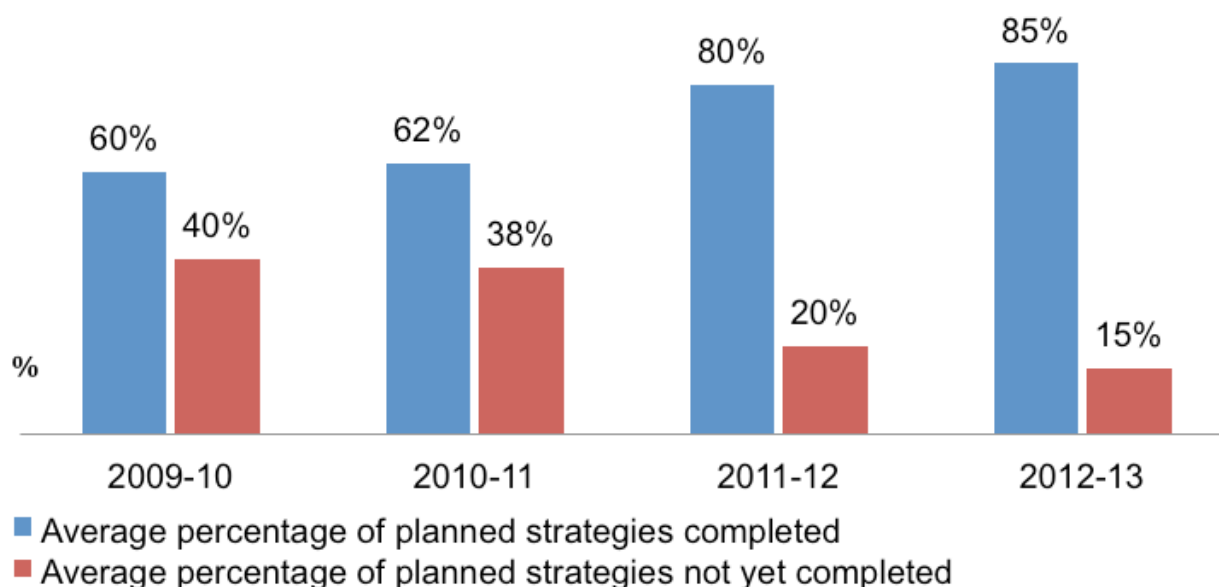
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The chart below compares the average percentages of planned DAIP strategies completed and not yet completed from 2009–2010 to 2012–2013.

Comparison of DAIP strategy implementation by local government



The chart indicates a positive trend of increasing DAIP strategy completion rates. Local governments have been consistently improving the implementation of DAIP strategies to meet the needs of people with disability from 2009–2010 to 2012–2013

Examples of Disability Access and Inclusion Plan activities by local government

The following is a sample of some of the DAIP outcome strategies presented by local governments to the Commission in their 2012–2013 annual reports.

DAIP Outcome 1: People with disability have the same opportunities as other people to access the services of, and any events organised by, a public authority



Event signage and access ramp available for hire from the Community Events trailer.

City of Bunbury

The City of Bunbury has made community events more accessible for people with disability thanks to a new initiative. The city now has six large signs to direct event patrons to accessible parking, toilets and ramp access. The city also purchased aluminium ramps that will assist the community including people in wheelchairs and parents using prams to navigate curbs. These items are now available for the community to hire through the Community Events trailer at no extra cost.

City of Kwinana

The City of Kwinana held 14

Sportslink sessions from August to November 2012. Sportslink is a multi-sports physical activity program for children with disability aged 7–12 years and encourages ongoing physical activity in a mainstream sport environment.

City of Melville

To celebrate Disability Awareness Week in 2012, a flash mob dance was promoted at the Garden City shopping centre. The dance was coordinated by Megaroc Dance Group with 81 people with disability and their support workers. Dancing in a public space drew attention to the celebration of the limitless ability of people with disability and showcases everybody's ability to dance.

Shire of Harvey

To celebrate Disability Awareness Week, the Shire of Harvey launched a Poetry Project. Sessions with 100 school children were held to raise awareness about disability. The children shared stories of friends, family, celebrities and sports people with disability who have inspired them. The result of the project was a collection of nearly 50 poems. Entrants ranged in age from eight years to seniors. Many poems were very personal and provided entrants with an



Entrants from the Shire of Harvey's Poetry Project.

opportunity to express their thoughts and feelings. The poems will be held in the Shire libraries for future generations to enjoy.

Town of Bassendean

The Town of Bassendean used Disability Awareness Week to celebrate achievements made by the community to foster a welcoming and inclusive environment for all people living in the area. As part of the celebrations, Bassendean in partnership with Westcare, sponsored

the Epic Arts Dancers from Cambodia, a talented group of young people with disability. They put on a series of spectacular routines that wowed the crowd. This group of young people proved that hearing impairment and wheelchairs are not barriers to dance or anything else they choose to pursue. It was also an opportunity to officially launch the Bassendean Improvement Centre (BIC) Project. The aim of the project is to facilitate inclusion of people of all abilities in sport and leisure activities.

DAIP Outcome 2: People with disability have the same opportunities as other people to access the buildings and other facilities of a public authority

City of Busselton



City of Busselton Councillor Grant Henley, City of Busselton Access and Inclusion Reference Group member Hilary Rumley, Quindalup Sea Rescue Group Members Brett Fullerton and Geoff Brierly. Picture supplied by Busselton Dunsborough Mail.

The City of Busselton provided funding towards the construction of new housing for the Dunsborough beach wheelchair, located at the beach instead of the community centre to remove the need for the chair to be transported. Booking arrangements have also been revised and moved to the Dunsborough Visitor's Centre, which is open seven days a week. A launch event was held to thank those involved in the project, including the City's Access and Inclusion Reference Group, and provide public awareness of the beach wheelchair and new arrangements.

City of Swan

The All Abilities Playground in the Swan Regional Riverside Park was completed and is now open to the public. The project has been designed to support access and inclusion for children of all ages and abilities and their carers providing enriching and engaging play opportunities. The park's furniture has been designed at different heights to accommodate different size wheelchairs. A system of AUSLAN signage has been installed at child height locations throughout the play space to encourage

communication between the deaf, hard of hearing and able-bodied users.



Installation of a disabled access ceiling hoist, adult change table and accessible changing room.

City of Vincent

City of Vincent has recently completed a \$17million dollar redevelopment and upgrades included:

- installation of lift between floors of the gym to assist with access
- upgrade of existing toilets and bathrooms with a new suite of change rooms
- disabled access ceiling hoist, adult change table and accessible change rooms
- accessible ramp for the pool to improve access for people with disability.

Shire of Kalamunda

In May 2013, the Shire of Kalamunda completed the building of a new accessible toilet, shower and change room facility at Kalamunda Water Park. Other improvements include the installation of a chair hoist at poolside, accessible footpaths and ramping from entrance to the pools, accessible gates at entrance and upgraded ACROD parking.



Installation of a chair hoist poolside at the Kalamunda Water Park.

DAIP Outcome 3: People with disability receive information from a public authority in a format that will enable them to access the information as readily as other people are able to access it

Town of Port Hedland

In order to improve the clarity of information to community members, initiatives being implemented at the Town of Port Hedland include the reworking of internal and external websites and simplification of language used in communication materials and graphic design on marketing materials. There has also been a continued upgrade of accessible resources (audio, large print format, cultural and linguistically diverse) in Port and South Hedland libraries.

City of Mandurah

The 'You're Welcome' AccessWA website now contains information on locations of disability services and over 100 Mandurah facilities including restaurants, parks, accessible change rooms and parking. This initiative assists people with disability, their family and carers to find accurate and detailed access information. The information assists people with disability to make decisions about which businesses, community services and facilities meet their access requirements.

Shire of Augusta-Margaret River

The Shire promotes its services and events using a variety of internal and external formats. The website is one way to communicate information to the community and identifies a number of services available to increase community participation and inclusion. More information has been recently added regarding the National Relay Service and staff are being educated on its uses during the induction process and through customer service standards. The Shire's website is also used to advertise all the details of when the Community Access and Inclusion Reference Group meet. It is an open community group with minutes and actions publicly available.

City of Armadale

The City of Armadale Tourism website now has 'Text to Speech' capacity. Other accessibility features include, different contrasting style sheets; ability to adjust the text size for ease of reading; and keyboard accessible menus and content.

DAIP Outcome 4: People with disability receive the same level and quality of service from the staff of a public authority as other people receive from the staff of that public authority.

Shire of Roebourne

The Shire of Roebourne has set up a customer service register to assist staff when interacting with members of the community with disability. The register allows staff to document their experiences when dealing with members of the public.

Shire of Ravensthorpe

Staff induction packages are in the process of being updated to include information on the Disability Access and Inclusion Plan and philosophy behind the strategy. This in itself may not seem significant, however, the mindset and consideration of the Shire and all staff is developing very well in terms of its understanding and progression of access and inclusion.

Shire of Irwin

The Shire has implemented a customer service charter that references access needs for all people, and staff have been trained so they are aware of these requirements. In addition to this, a customer service module has been introduced for staff so they have a better understanding of how to receive and record customer requests in relation to access queries.

Shire of Dandaragan

All new staff at the Shire are given a copy of the Disability Access and Inclusion Plan and ongoing training is offered to staff and Shire members as required. All staff that produce council documents have been made aware of notation requirements.

DAIP Outcome 5: People with disability have the same opportunities as other people to make complaints to a public authority

City of Gosnells

The City of Gosnells conducted a review of complaint handling procedures across the organisation, compared procedures with other similar organisations and identified areas for improvement by using guidelines from the Customer Services Institute of Australia. The City is currently amending procedures to provide a consistent approach to dealing with complaints. This will also ensure access for all members of the community to information which assists in lodging requests for service, or making complaints.

City of Stirling

Complaints from any person, or their advocate, are fully investigated and the outcome is conveyed to them in an accessible format. As well, City of Stirling requests feedback from customers to ensure continuous improvement is on-going. The customer enquiry form has been updated to include enquiries of an access and inclusion nature. The City has an internal process through which the Access and Inclusion officer tracks all access and inclusion enquiries from lodgement to outcome. The form is available on the website and in hard copy through a range of out centres including libraries and community centres.

Shire of Collie

Outcome satisfaction surveys are available in alternative formats and the Shire aims to improve staff knowledge so they can better facilitate the receipt of complaints from people with disability.

DAIP Outcome 6: People with disability have the same opportunities as other people to participate in any public consultation by a public authority

Shire of Beverley

The newly-built Beverley Recreation Centre was designed after consultation in order to ensure needs and concerns were met of the community and in particular people with disability.

City of Wanneroo

The City of Wanneroo's 2012–2013 consultation for culturally and linguistically diverse communities was delivered at accessible venues in Girrawheen and Butler. Promotion of the consultation commenced early to provide people with an opportunity to put supports in place for attendance.

Shire of Broome

The Shire of Broome Development Services held two workshops that enabled the community to have input into future development at the planning stage in relation to access and inclusion. Stakeholders were asked to provide comment and feedback regarding access and inclusion considerations for the planning and design of infrastructure for new subdivisions. The Access and Inclusion Advisory Committee and other community groups were also invited to an information session regarding the proposed Local Planning Strategy and Town Planning Scheme.

Shire of Plantagenet

One of the most beneficial initiatives undertaken by the Shire has been the establishment of a Disability Advisory Group. This group consists of Shire representatives, community members

and disability sector organisation representatives. The group meets quarterly to discuss matters of importance regarding disability services and access issues. The result of these meetings include:

- contacting business owners and encouraging better access to premises
- routine inspections by the Ranger to address inappropriate parking on ACROD bays
- publishing of media releases to advertise disability services, complaint mechanisms, alternative formats and the DAIP as well as outlining fines that may occur in case of inappropriate parking on ACROD bays
- the allocation of funding in the 2013–2014 budget for a car park upgrade at the Mount Barker Swimming Pool that will include the construction of accessible parking

DAIP Outcome 7—people with disability have the same opportunities as other people to obtain and maintain employment with a public authority.

City of Albany

The Princess Royal Fortress Military Museum entered into a partnership with Albany Secondary Education Support School to provide volunteering and work experience opportunities to students, including a vision-impaired student on work experience in this reporting period.

City of Subiaco

The Warehouse Café run by UnitingCare Crossroads WA is a fully functioning café which includes a training and development initiative to support people with disability to develop skills and build friendship. It also houses an activities club four days a week in the community room behind the café. The City now uses the café for a range of catering, including for the Disability Access and Inclusion Committee meetings.

City of Joondalup

The City of Joondalup is implementing a number of ideas to incorporate the inclusion of Outcome 7 into the DAIP. Some examples include:

- promoting the benefits of flexible employment
- human resources staff annually contact Disability Employment Service (DES) agencies to sign up for the job alert service so they receive notification of vacancies
- providing community funding to a local DES provider to run a school to work transition program aimed at identifying young people with disability (and any other potential employment barriers) while still at school
- ensuring all employment advertisements are available in alternative formats upon request
- key Performance Indicator (KPI) targets are included for work experience opportunities, and DES providers and local colleges were contacted to offer students with disability a work experience placement
- attending Disability Interagency Networking Opportunity events with DES providers to inform local businesses about employment incentives and explore closer working relationships
- holding tours around the City's main administration building for groups of young people and give them the opportunity to speak to supervisors from different sections about different types of employment.

Shire of Mundaring

Modifications at a workplace were made for a young lady who was working in a voluntary capacity for the Shire. Thanks to the success of her work experience, she now fills in for staff during their absences and annual leave. A DVD has been made of this person's employment experience and will be used by the Commission. Shire employees have also valued and enjoyed this experience, which has given them raised awareness of working with a person with disability and confidence in providing a welcoming and inclusive workplace. The Shire also provides flexible working hours for employees including those who provide care for people with disability.

Agents and contractors

The Disability Services Act requires DAIPs to be implemented by the staff of a public authority, as well as its agents and contractors. Services provided to the public by agents and contractors have to be carried out in a manner that is consistent with the contracting public authority's DAIP. This supports the expectation that services or facilities provided through public money are accessible to all members of the community.

A special condition of contract was developed by the State Solicitor's Office for use in contracts after 1 August 2007, under the Department of Finance framework and State Supply Commission's Funding and Purchasing Community Services Policy.

The special condition:

- applies to new and varied contracts for providing services to the public
- is compulsory for State Government agencies and recommended for use by local governments
- outlines the Act's requirements for contractors, stating they:
 - undertake services to the public in a manner consistent with the contracting public authority's DAIP
 - report once a year to the public authority in relation to which DAIP outcome areas they have progressed.

Following consultation with the WA Local Government Association, this special condition was provided to local governments as a suggested approach to ensuring contracted services are also accessible to people with disability.

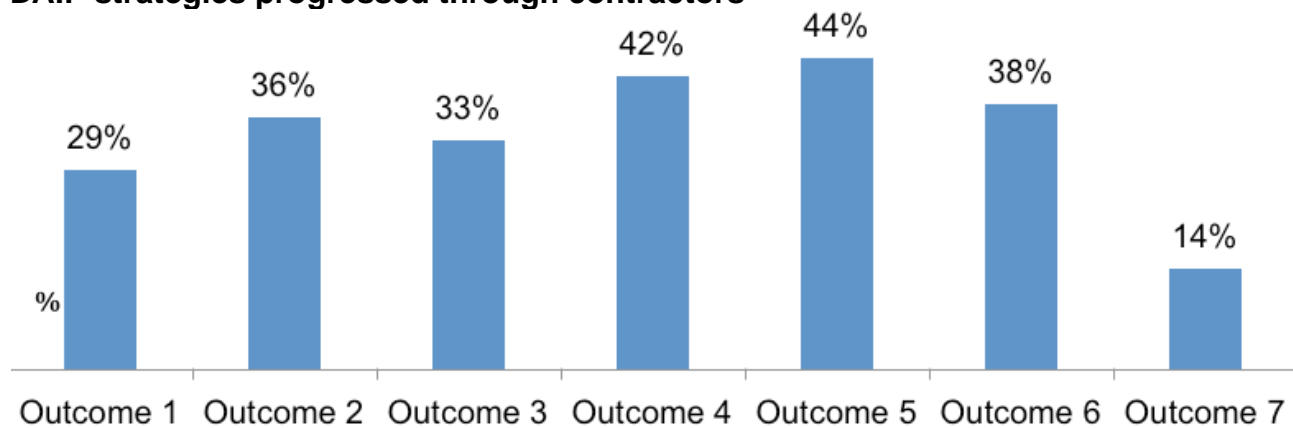
The Commission has developed guidelines for State Government agencies, local governments and their contractors. The guidelines outline the application of the DAIP special condition of contract, practical strategies contractors can undertake to support DAIP outcomes and DAIP progress reporting requirements.

Agents and contractors progress

Progress reports from public authorities indicate 604 State Government DAIP strategies and 1,289 local government DAIP strategies were progressed through contractors in 2012–2013. This represents 35 per cent of all DAIP strategies planned by public authorities throughout the year.

The chart on the next page shows the percentage of planned DAIP strategies that were progressed by public authority contractors in each outcome area.

DAIP strategies progressed through contractors



■ Percentage of State and local Government Planned Strategies Progressed through Contractors

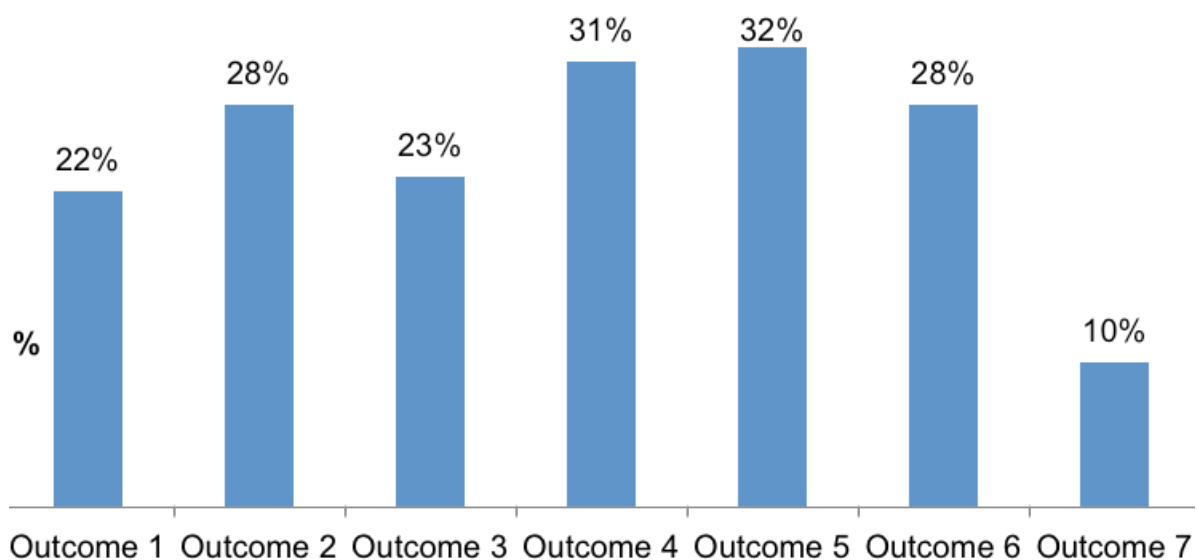
Outcome 5—opportunity to make a complaint—showed the highest percentage of contractor activity. This is different to last year's results where Outcome 2 had the largest number of contractors involved in DAIP activities for State Government agencies and local governments.

Many State Government agencies and local governments also did considerable work in promoting the DAIP requirement to their agents and contractors and collecting information on their achievements. All of these public authorities should be commended for their efforts.

State Government agents and contractors

The following chart shows the percentage of planned DAIP strategies that were progressed through State Government agency contractors in each outcome area.

DAIP strategies progressed through State Government contractors



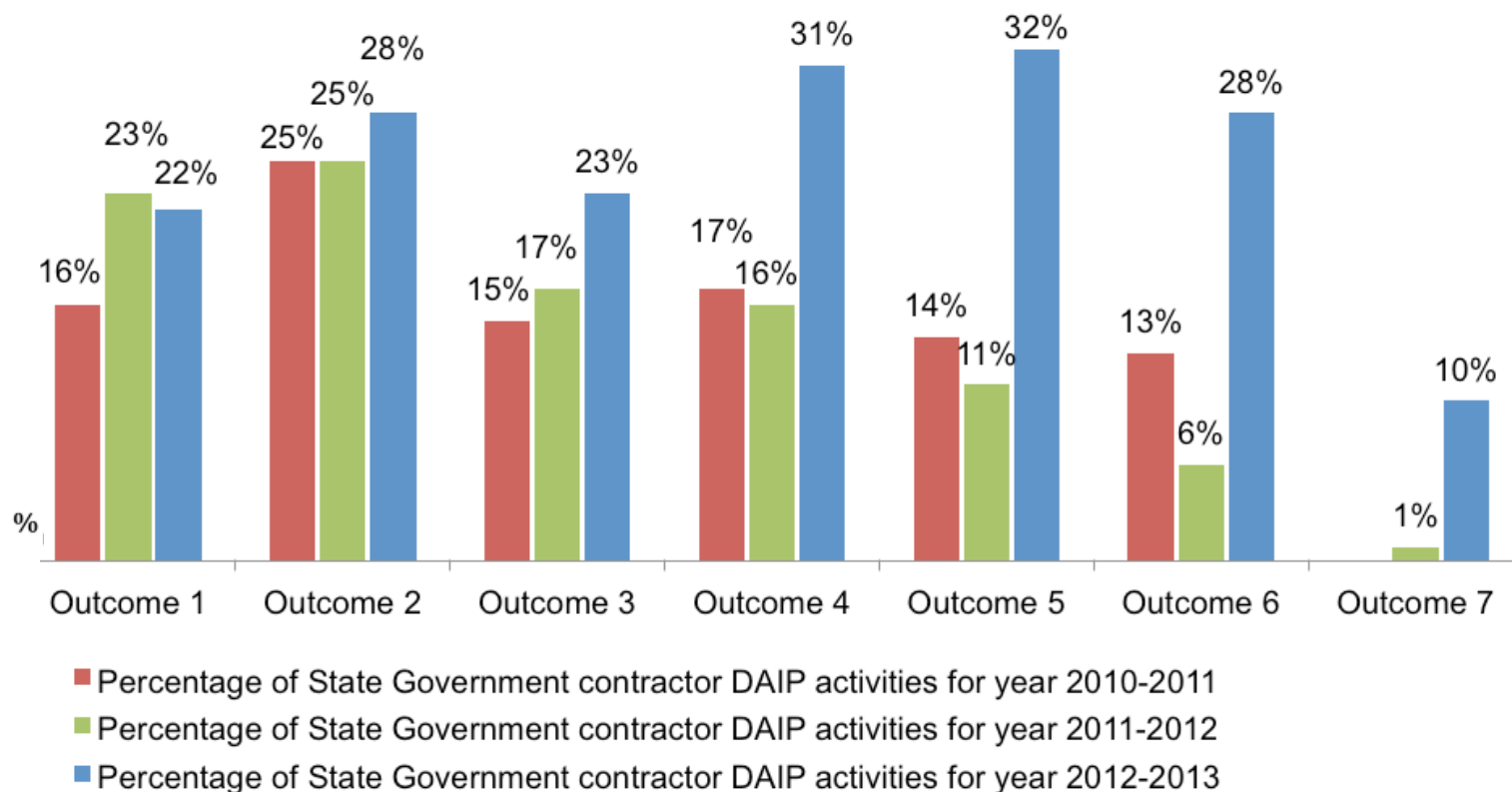
■ Percentage of State Government contractor DAIP activities for year 2012-2013

On average, 25 per cent of planned DAIP strategies were progressed by State Government contractors. Outcome 5—opportunity to make complaints—showed the highest percentage of contractor activity. Outcome 3—accessible information—shows a decrease from last year in the

percentage of planned strategies that were progressed through contractors.

The chart below breaks down the total number of DAIP strategies progressed through State Government contractors to show the proportion of contracted DAIP activity in each outcome area. The proportion of contracted DAIP activities in 2012–2013 is compared to those in 2010–2011 and 2011–2012.

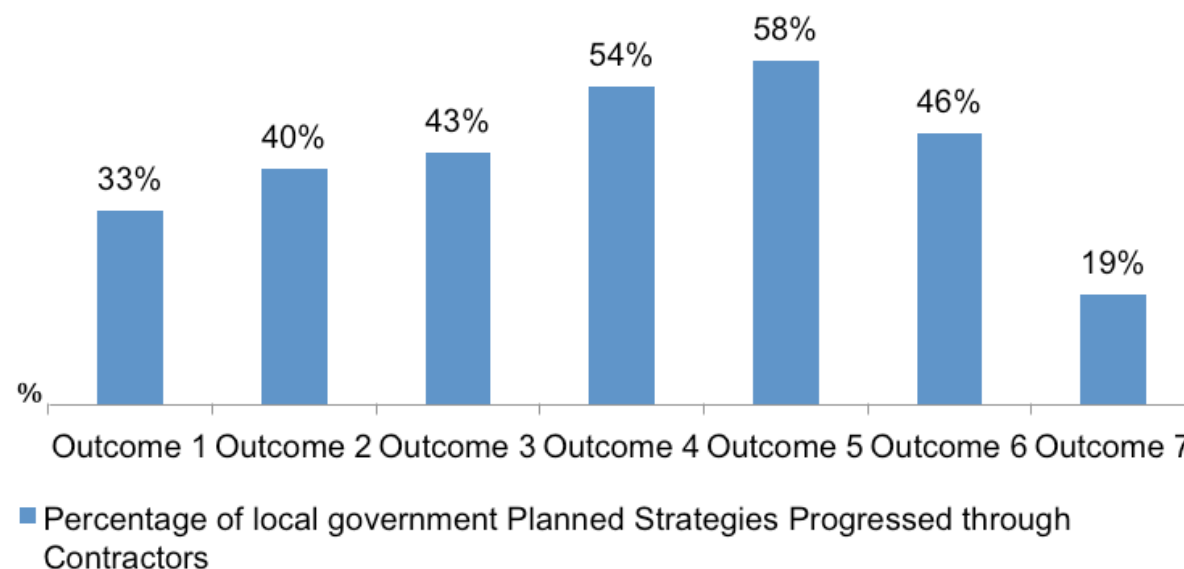
Comparison of DAIP outcomes progressed through State Government contractors



All Outcomes except Outcome 1 showed some growth in the proportion of DAIP activities progressed through contractors. The decline in DAIP Outcome 1 may be indicative of concerted efforts to improve access to quality staff service, complaints processes and consultations in previous years.

Local government agents and contractors

The following chart shows the percentage of planned DAIP strategies that were progressed through local government contractors in each outcome area.

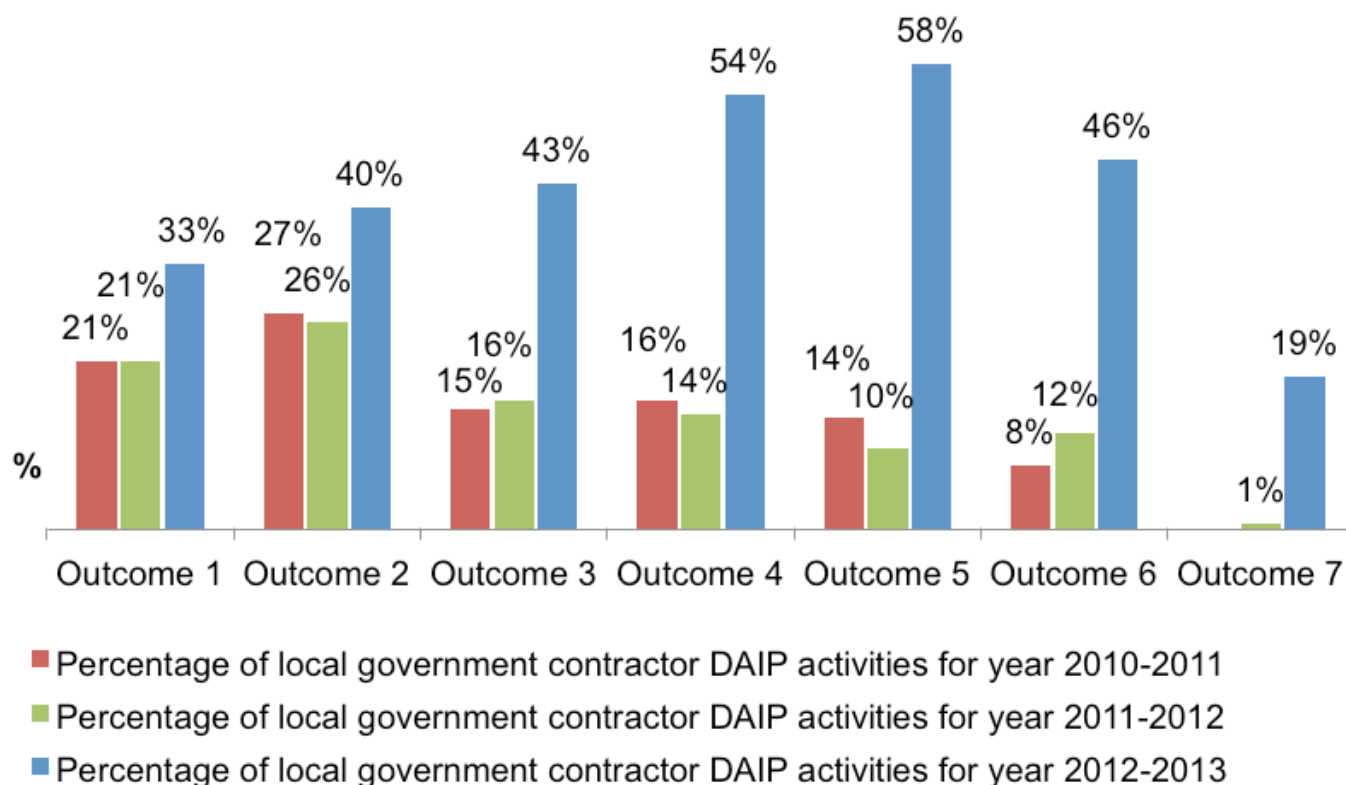


DAIP strategies progressed through local government contractors

On average, 42 per cent of planned DAIP strategies were progressed by local government contractors. Outcome 5—opportunity to make complaints—showed the highest percentage of contractor activity.

The chart below breaks down the total number of DAIP strategies progressed through local government contractors to show the proportion of contracted DAIP activity in each outcome area. The proportion of contracted DAIP activities in 2012–2013 is compared to those in 2010–2011 and 2011–2012.

Comparison of DAIP outcomes progressed through local government contractors

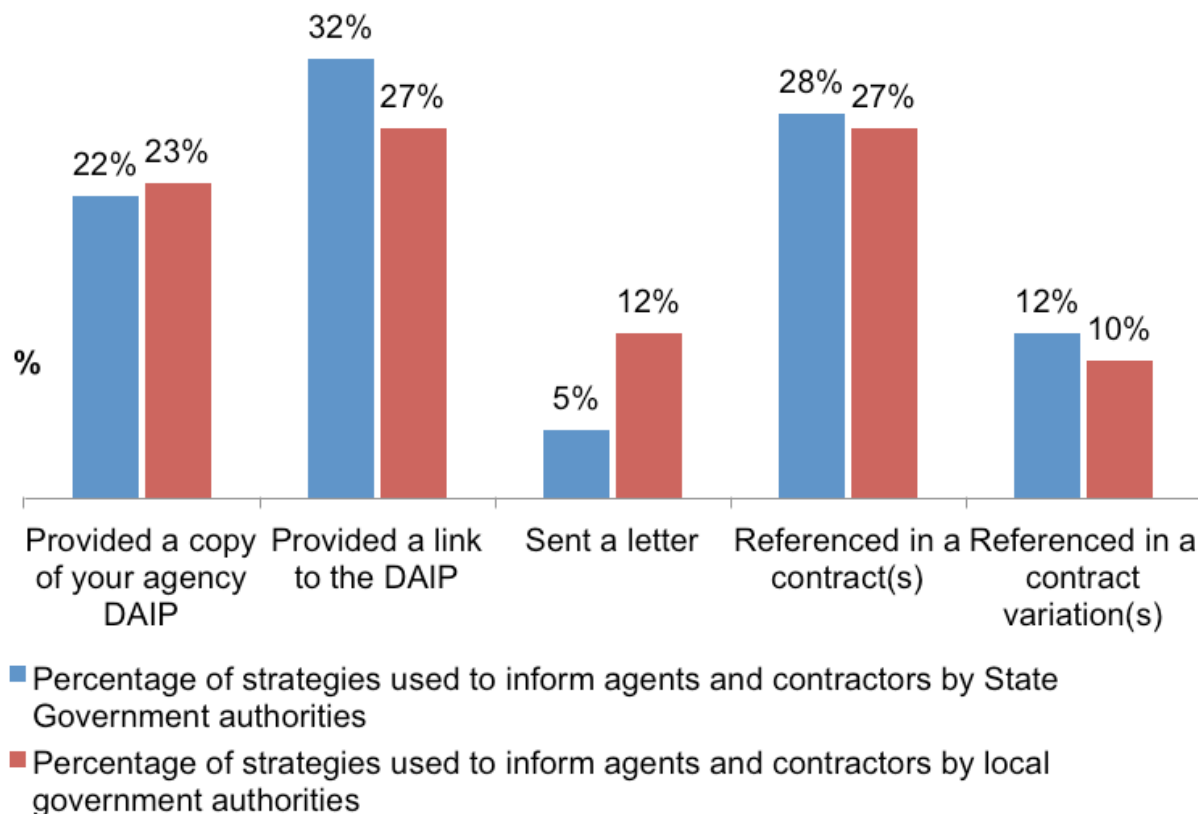


All Outcomes showed some growth in the proportion of DAIP activities progressed through contractors. Outcome 2 has seen an increase in local government contractor activity over 2010–2011 to 2012–2013.

Informing agents and contractors of the DAIP

Public authorities also reported on how they informed their agents and contractors on the DAIP requirements of the Act when undertaking activities that impacted upon the public. The following charts show how public authorities used different types of strategies to inform their contractors of DAIP requirements.

How public authorities informed contractors about the DAIP



By informing agents and contractors of the DAIP, public authorities are supporting the expectation that public money is used to provide services and facilities that are accessible to all members of the community, including people with disability.

Appendix 1: List of all public authorities required to develop and implement Disability Access and Inclusion Plans in 2012–2013

State Government

Art Gallery of Western Australia	Department of Sport and Recreation
Botanic Gardens and Parks Authority	Department of State Development
C.Y. O'Connor Institute	Department of the Attorney General
Central Institute of Technology	Department of the Premier and Cabinet
Challenger Institute of Technology	Department of the Registrar WA Industrial Relations Commission
ChemCentre	Department of Training and Workforce Development
Child and Adolescent Health Service (Princess Margaret Hospital)	Department of Transport
Country High School Hostels Authority	Department of Water
Curtin University of Technology	Disability Services Commission
Department for Child Protection	Drug and Alcohol Office
Department for Communities	Durack Institute of Technology
Department of Agriculture and Food	Economic Regulation Authority
Department of Commerce	Edith Cowan University
Department of Corrective Services	Fire and Emergency Services Authority of Western Australia
Department of Culture and the Arts	Fremantle Hospital and Health Service
Department of Education	Gascoyne Development Commission
Department of Education Services	GESB
Department of Environment and Conservation	Goldfields-Esperance Development Commission
Department of Finance	Great Southern Development Commission
Department of Fisheries	Great Southern Institute of Technology
Department of Health	Horizon Power
Department of Housing	Insurance Commission of Western Australia
Department of Aboriginal Affairs	Kimberley Development Commission
Department of Local Government	Kimberley Training Institute
Department of Mines and Petroleum	King Edward Memorial Hospital
Department of Planning	Landgate
Department of Racing, Gaming and Liquor	

Lotterywest	Western Power
Main Roads Western Australia	Wheatbelt Development Commission
Mental Health Commission	Workcover Western Australia
Metropolitan Cemeteries Board	Zoological Parks Authority
Mid West Development Commission	Local government
Murdoch University	City of Albany
Office of the Auditor General	City of Armadale
Office of the Director of Public Prosecutions	Shire of Ashburton
Office of the Inspector of Custodial Services	Shire of Augusta-Margaret River
Peel Development Commission	Town of Bassendean
Perth Theatre Trust	City of Bayswater
Pilbara Development Commission	City of Belmont
Pilbara Institute	Shire of Beverley
Polytechnic West	Shire of Boddington
Public Sector Commission	Shire of Boyup Brook
Public Transport Authority	Shire of Bridgetown-Greenbushes
Rottnest Island Authority	Shire of Brookton
Royal Perth Hospital	Shire of Broome
School Curriculum and Standards Authority	Shire of Broomehill-Tambellup
Sir Charles Gairdner Hospital	Shire of Bruce Rock
Small Business Development Corporation	City of Bunbury
South West Development Commission	Shire of Busselton
South West Institute of Technology	Town of Cambridge
State Library of Western Australia	City of Canning
Synergy	Shire of Capel
Tourism Western Australia	Shire of Carnamah
University of Western Australia	Shire of Carnarvon
Water Corporation	Shire of Chapman Valley
West Coast Institute of Training	Shire of Chittering
Western Australia Police	Town of Claremont
Western Australian Electoral Commission	City of Cockburn
Western Australian Museum	Shire of Collie

Shire of Coolgardie
Shire of Coorow
Shire of Corrigin
Town of Cottesloe
Shire of Cranbrook
Shire of Cuballing
Shire of Cue
Shire of Cunderdin
Shire of Dalwallinu
Shire of Dandaragan
Shire of Dardanup
Shire of Denmark
Shire of Derby/West Kimberley
Shire of Donnybrook-Balingup
Shire of Dowerin
Shire of Dumbleyung
Shire of Dundas
Town of East Fremantle
Shire of East Pilbara
Shire of Esperance
Shire of Exmouth
City of Fremantle
Shire of Gingin
Shire of Gnowangerup
Shire of Goomalling
City of Gosnells
City of Greater Geraldton
Shire of Halls Creek
Shire of Harvey
Shire of Irwin
Shire of Jerramungup
City of Joondalup

Shire of Kalamunda
City of Kalgoorlie-Boulder
Shire of Katanning
Shire of Kellerberrin
Shire of Kent
Shire of Kojonup
Shire of Kondinin
Shire of Koorda
Shire of Kulin
Town of Kwinana
Shire of Lake Grace
Shire of Laverton
Shire of Leonora
City of Mandurah
Shire of Manjimup
Shire of Meekatharra
City of Melville
Shire of Menzies
Shire of Merredin
Shire of Mingenew
Shire of Moora
Shire of Morawa
Town of Mosman Park
Shire of Mount Magnet
Shire of Mt Marshall
Shire of Mukinbudin
Shire of Mundaring
Shire of Murchison
Shire of Murray
Shire of Nannup
Shire of Narembeen
Shire of Narrogin

Town of Narrogin	Shire of Wandering
City of Nedlands	City of Wanneroo
Shire of Ngaanyatjaraku	Shire of Waroona
Shire of Northam	Shire of Westonia
Shire of Northampton	Shire of Williams
Shire of Nungarin	Shire of Yilgarn
Shire of Peppermint Grove	
Shire of Perenjori	
City of Perth	
Shire of Pingelly	
Shire of Plantagenet	
Town of Port Hedland	
Shire of Quairading	
Shire of Ravensthorpe	
City of Rockingham	
Shire of Roebourne	
Shire of Sandstone	
Shire of Serpentine Jarrahdale	
Shire of Shark Bay	
City of South Perth	
City of Stirling	
City of Subiaco	
City of Swan	
Shire of Tammin	
Shire of Three Springs	
Shire of Toodyay	
Shire of Trayning	
Shire of Upper Gascoyne	
Town of Victoria Park	
Shire of Victoria Plains	
City of Vincent	
Shire of Wagin	

Appendix 2: List of public authorities that submitted DAIP Progress Reports in 2012–2013

State Government

Art Gallery of Western Australia	Department of State Development
Botanic Gardens and Parks Authority	Department of the Attorney General
C.Y. O'Connor Institute	Department of the Premier and Cabinet
Central Institute of Technology	Department of the Registrar WA Industrial Relations Commission
Challenger Institute of Technology	Department of Training and Workforce Development
ChemCentre	Department of Transport
Child and Adolescent Health Service (Princess Margaret Hospital)	Department of Water
Country High School Hostels Authority	Disability Services Commission
Curtin University of Technology	Drug and Alcohol Office
Department for Child Protection	Durack Institute of Technology
Department for Communities	Economic Regulation Authority
Department of Agriculture and Food	Edith Cowan University
Department of Commerce	Fire and Emergency Services Authority of Western Australia
Department of Corrective Services	Fremantle Hospital and Health Service
Department of Culture and the Arts	Gascoyne Development Commission
Department of Education	GESB
Department of Education Services	Goldfields-Esperance Development Commission
Department of Environment and Conservation	Great Southern Development Commission
Department of Finance	Great Southern Institute of Technology
Department of Fisheries	Horizon Power
Department of Health	Insurance Commission of Western Australia
Department of Housing	Kimberley Development Commission
Department of Indigenous Affairs	Kimberley Training Institute
Department of Local Government	King Edward Memorial Hospital
Department of Mines and Petroleum	Landgate
Department of Planning	Lotterywest
Department of Racing, Gaming and Liquor	Main Roads Western Australia
Department of Sport and Recreation	

Mental Health Commission	Workcover Western Australia
Metropolitan Cemeteries Board	Zoological Parks Authority
Mid West Development Commission	Local government
Murdoch University	City of Albany
Office of the Auditor General	City of Armadale
Office of the Director of Public Prosecutions	Shire of Ashburton
Office of the Inspector of Custodial Services	Shire of Augusta-Margaret River
Peel Development Commission	Town of Bassendean
Perth Theatre Trust	City of Bayswater
Pilbara Development Commission	City of Belmont
Pilbara Institute	Shire of Beverley
Polytechnic West	Shire of Boddington
Public Sector Commission	Shire of Boyup Brook
Public Transport Authority	Shire of Bridgetown-Greenbushes
Rottnest Island Authority	Shire of Brookton
Royal Perth Hospital	Shire of Broome
School Curriculum and Standards Authority	Shire of Broomehill-Tambellup
Sir Charles Gairdner Hospital	Shire of Bruce Rock
Small Business Development Corporation	City of Bunbury
South West Development Commission	Shire of Busselton
South West Institute of Technology	Town of Cambridge
State Library of Western Australia	City of Canning
Synergy	Shire of Capel
Tourism Western Australia	Shire of Carnamah
University of Western Australia	Shire of Carnarvon
Water Corporation	Shire of Chapman Valley
West Coast Institute of Training	Shire of Chittering
Western Australia Police	Town of Claremont
Western Australian Electoral Commission	City of Cockburn
Western Australian Museum	Shire of Collie
Western Power	Shire of Coolgardie
Wheatbelt Development Commission	Shire of Coorow

Shire of Corrigin	Shire of Kellerberrin
Shire of Cranbrook	Shire of Kent
Shire of Cuballing	Shire of Kondinin
Shire of Cunderdin	Shire of Koorda
Shire of Dalwallinu	Shire of Kulin
Shire of Dandaragan	Town of Kwinana
Shire of Dardanup	Shire of Lake Grace
Shire of Denmark	Shire of Laverton
Shire of Derby/West Kimberley	Shire of Leonora
Shire of Donnybrook-Balingup	City of Mandurah
Shire of Dowerin	Shire of Manjimup
Shire of Dumbleyung	Shire of Meekatharra
Shire of Dundas	City of Melville
Town of East Fremantle	Shire of Menzies
Shire of East Pilbara	Shire of Merredin
Eastern Metropolitan Regional Council	Shire of Mingenew
Shire of Esperance	Shire of Moora
Shire of Exmouth	Shire of Morawa
City of Fremantle	Town of Mosman Park
Shire of Gingin	Shire of Mount Magnet
Shire of Gnowangerup	Shire of Mt Marshall
Shire of Goomalling	Shire of Mukinbudin
City of Gosnells	Shire of Mundaring
City of Greater Geraldton	Shire of Murchison
Shire of Halls Creek	Shire of Murray
Shire of Harvey	Shire of Nannup
Shire of Irwin	Shire of Narembeen
Shire of Jerramungup	Shire of Narrogin
City of Joondalup	Town of Narrogin
Shire of Kalamunda	City of Nedlands
City of Kalgoorlie-Boulder	Shire of Northam
Shire of Katanning	Shire of Northampton

Shire of Nungarin	Shire of Wiluna
Shire of Peppermint Grove	Shire of Wongan-Ballidu
Shire of Perenjori	Shire of Woodanilling
City of Perth	Shire of Wyalkatchem
Shire of Pingelly	Shire of Wyndham-East Kimberley
Shire of Plantagenet	Shire of Yalgoo
Town of Port Hedland	Shire of Yilgarn
Shire of Quairading	Shire of York
Shire of Ravensthorpe	
City of Rockingham	
Shire of Roebourne	
Shire of Sandstone	
Shire of Serpentine Jarrahdale	
Shire of Shark Bay	
City of South Perth	
City of Stirling	
City of Subiaco	
City of Swan	
Shire of Tammin	
Shire of Three Springs	
Shire of Trayning	
Town of Victoria Park	
Shire of Victoria Plains	
City of Vincent	
Shire of Wagin	
Shire of Wandering	
City of Wanneroo	
Shire of Waroona	
Shire of West Arthur	
Shire of Westonia	
Shire of Wickepin	
Shire of Williams	

Appendix 3: Desired outcomes of Disability Access and Inclusion Plans

Outcome 1

People with disability have the same opportunities as other people to access the services of, and any events organised by, a public authority.

Outcome 2

People with disability have the same opportunities as other people to access the buildings and other facilities of a public authority.

Outcome 3

People with disability receive information from a public authority in a format that will enable them to access the information as readily as other people are able to access it.

Outcome 4

People with disability receive the same level and quality of service from the staff of a public authority as other people receive from the staff of that public authority.

Outcome 5

People with disability have the same opportunities as other people to make complaints to a public authority.

Outcome 6

People with disability have the same opportunities as other people to participate in any public consultation by a public authority.

Outcome 7

People with disability have the same opportunities as other people to obtain and maintain employment within a public authority.

Notes

[illegible]

Disability Services Commission

Address: **146–160 Colin Street,**
West Perth WA 6005

Website: **www.disability.wa.gov.au**

Email: **dsc@dsc.wa.gov.au**

Phone: **9426 9200**

Country callers: **1800 998 214**

TTY: **9426 9315**

**This publication is available in alternative
formats on request.**